

## **Shorewood-Troy Strategic Plan**

**2024**

***Goal 1: We Know That Customer Service Is at the Core of Every Service the Shorewood-Troy Library Provides to Its Community. We Will Strive To:***

1. Provide training to our staff to build their knowledge and skill sets.
2. Be willing to listen and be receptive to our community's changing and growing needs regarding collections, programming, and services.
3. Work to provide necessary funding for staff salaries, materials, and services.

***Goal 2: We Will Develop, Deepen, and Enhance Community Partnerships. We Will Strive To:***

1. Listen to current partnerships and be willing to adapt to their needs.
2. Explore new partnership opportunities.
3. Be active in our community outreach, welcoming and accessible to new patrons.

***Goal 3: We Celebrate the Library's Facility and Recognize Opportunities to Maintain and Improve It. We Will Strive To:***

1. Continually seek to enhance and improve the building and grounds to improve the library's ability to provide services and programs to our patrons.
2. Creatively adapt and flex our facility's space as the community's needs change.

***Goal 4: We Will Seek to Enhance the Library's Revenue Base with Outside Sources of Funding. We Will Strive To:***

1. Be good stewards of the financial resources that we currently have.
2. Apply for available grants to upgrade and modernize the Library's facility and grounds.
3. Explore the creation of a Library Foundation.